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RECEIVED ARIZONA CORPORATION COMMISS
UTILITY COMPLAINT FORM

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2006 JUL 14 P 3:37

Investigator: Lynn CombsPhone: [REDACTED]Fax: [REDACTED]AZ CORP. COMMISSION
DOCUMENTPriority: Respond Within Five Days

Arizona Corporation Commission

Opinion No. 2006 - 53541Date: 7/10/2006 **DOCKETED**Complaint Description: 08A Rate Case Items - Opposed

JUL 14 2006

Complaint By: First: JudyLast: Hartman

DOCKETED BY

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Account Name: [REDACTED]Home: [REDACTED]Street: [REDACTED]Work:City: [REDACTED]CBR:State: AZZip: [REDACTED]is:Utility Company: Arizona Public Service CompanyDivision: ElectricContact Name: [REDACTED]Contact Phone: [REDACTED]Nature of Complaint:

Customer originally filed complaint # 52982- See complaint for details

07/10/06 Customer called to share her opinion opposing the Arizona Public Service Rate increase. Ms Hartman says that she experiences continuous electrical outages. Yesterday the area had no electricity for 3 hours due to a feeder line burning up. She says that any time there is a real hot day when people turn on air conditioners the area experiences an outage. Ms Hartman says that when she complained to Arizona Public Service in June (complaint # 52982) she was told by the utility contact that she would monitor the outages for the next year. Ms Hartman says that there is a large number of new homes being built in the area and there was suppose to be a new substation built in Palimeno to support the large number of homes. During the resolution of her complaint the utility contact confirmed that substation would not be built until 2008.

Ms Hartman says that not only does she experience the power outages but the well is on an electric water pump so when the electricity is out the toilet can not be flushed which is a safety hazard. In addition she has a 97 year old relative living with her and she is handicapped therefore the impact of the shortage is extremely frustrating and this seems to be a continuous problem for the area. Ms Hartman says what is going to happen when those homes are occupied with families running their air condition units on the antiquated lines? She has spoken to Frank the area local planner and Don Huggins with the utility company without any satisfaction on how the utility will handle the additional impact to an already deficient electrical system.

End of Complaint

Utilities' Response:Investigator's Comments and Disposition:

Docket # E01345A05-0816

07/10/06 I advised the customer that I would enter her comments for the record and with the docket in this matter. I thanked her for taking the time to call and let the commission know her thoughts on the matter and sent a letter providing the docket number so she may listen to the public meeting when scheduled.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

July 10, 2006

[REDACTED]
[REDACTED]
Dear Ms. Hartman;

Your opinion regarding the Arizona Public Service (APS) rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the APS application.

The concerns raised in letters and comments received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

For your convenience you can assess the public meeting, when scheduled by signing on to the Arizona Corporation Commission website which is www.azcc.gov. The docket number for this rate case is E01345A05-0816.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at [REDACTED]

Sincerely,

Lynn Combs
Public Utilities Consumer Analyst
Utilities Division
End of Comments

Date Completed: 7/10/2006

Opinion No. 2006 - 53541
